



## 9-1-1 EMERGENCY RESPONSE General Information

# King County

The Enhanced 9-1-1 System has been operating in King County since September 4, 1985. All local telephones in King County, including coin phones, are included in the system. About 2 million calls per year are routed through 9-1-1. The system provides many benefits to citizens who need an emergency response from police, fire, or emergency medical personnel.

### POLICE ■ FIRE ■ EMERGENCY MEDICAL



#### WHEN SHOULD YOU CALL 9-1-1

Whenever you need an emergency RESPONSE from police, fire, or emergency medical personnel. If you are unsure you have an emergency, dial 9-1-1 and let the communications center decide what action to take.

**DO NOT CALL 9-1-1 FOR INFORMATION.** The business telephone numbers of your police and fire departments are listed on the front inside cover of your telephone directory for easy reference. Other general government telephone numbers are listed in the blue or white pages of your telephone directory. If you do not need an emergency RESPONSE, please take the time to look up these numbers.



#### HOW TO CALL 9-1-1

- **FROM A HOME PHONE OR A SIMPLE BUSINESS PHONE.** Pick up the receiver and dial 9-1-1 (Nine-one-one). If you are calling from an apartment complex served by a private telephone system, Washington State law requires that the location information of your individual unit must be displayed at the 9-1-1 communications center. If this does not occur, check with your building owner or your local fire department.

- **FROM A CELLULAR PHONE.** Dial 9-1-1 and press send. Your location information will not display at the communications center. You must be able to give your location to the call taker before help can be sent.

- **FROM A CENTREX OR PBX BUSINESS PHONE EXTENSION.** Obtain an outside line (usually by dialing "9".) Then dial 9-1-1. Remember, your location information may not accurately display from these phones.

- **FROM A TTY (Teletypewriter).** Dial 9-1-1. Each answering position at the communications centers is equipped with a TTY. Pressing a TTY key several times may help the call taker recognize your call more quickly.



#### WHAT 9-1-1 DOES FOR YOU

- **YOU ONLY NEED TO REMEMBER ONE NUMBER IN AN EMERGENCY SITUATION—9-1-1.** In King County, there are 36 fire districts and 36 police departments. Before 9-1-1, callers had to know which district they were in and the correct seven-digit numbers to call.

- **SELECTIVELY ROUTES CALLS.** The system is able to determine which police and fire departments respond to the caller's location, and routes the call to the communications center that dispatches for these departments.

- **AUTOMATIC NUMBER & LOCATION IDENTIFICATION.** When you call 9-1-1, the phone number and location you are calling from automatically displays on a screen at the communications center. If you are unable to give your location, the call taker will know where you are and can send help.

**NOTE:** There are some phones that are unable to pass location information to the 9-1-1 system. These include cellular phones and phones served by certain types of private telephone systems. Please be prepared to provide your location if you are calling 9-1-1 from one of these types of phones.

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### WHAT TO EXPECT WHEN YOU CALL 9-1-1

The system will route your call to your police department's communications center. The call taker will ask you what you are reporting. If your situation requires the fire department or emergency medical services, they may transfer your call. You may also be transferred to another operator within the same agency for assistance. You will be asked for your address, phone number, and name, and to describe the situation. Stay calm and answer the call taker's questions. The call taker will confirm your address and assess the situation to determine the appropriate response. They may continue to talk to you after responding emergency personnel have been dispatched. Be sure to stay on the line. Do not hang up until told to do so. Only hang up if your safety is threatened.

If the communications center has received multiple 9-1-1 calls at the same time, your call may be answered by an automated attendant. If this happens, DO NOT HANG UP. Your call will be routed to a call taker within a few seconds. If you hang up, the call taker will try to call you back, even though you may have already called 9-1-1 again. If the call taker is unable to contact you, they will dispatch a police officer to your location. This wastes valuable resources and causes delays in their ability to respond to other emergency calls.



### WHAT YOU CAN DO FOR 9-1-1

Keep your telephone company informed of any changes in your name and address. You will not receive the full benefits of the Enhanced 9-1-1 System if your records are not correct. Post your house number where it can be easily seen by responding emergency personnel.

If a disaster situation, such as an earthquake, strikes your area, DO NOT use your telephone or your cellular phone for the first few hours after the event. Phone lines are limited and will be desperately needed for emergency use. You should only use your telephone if you have a life-threatening emergency and need to call 9-1-1. DO NOT call 9-1-1 unless you have a life-threatening emergency.

If you misdial a telephone number and call 9-1-1 in error, DO NOT HANG UP. Wait until your call is answered, and explain that you have misdialed and that you do not have an emergency. If you hang up, the call taker will try to call you back. If the call taker is unable to contact you, they will dispatch a police officer to your location. This wastes valuable resources, and causes delays in their ability to respond to emergency calls.



### NON-EMERGENCY TELEPHONE NUMBERS – Police

**Algona** 253-833-2743  
**Auburn** 253-931-3080  
**Beaux Arts** 425-454-8580  
**Bellevue** 425-452-6917  
**Black Diamond** 253-631-1012  
**Bothell** 425-486-1254  
**Burien** 206-296-3311  
**Carnation** 425-333-4190  
**Clyde Hill** 425-454-7187  
**Covington** 206-296-3311  
**Des Moines** 206-878-3301  
**Duvall** 425-788-1519  
**Enumclaw** 360-825-3505  
**Federal Way** 253-661-4600  
**Hunts Point** 425-454-1332

**Issaquah** 425-837-3200  
**Kent** 253-856-5800  
**Kirkland** 425-828-1183  
**Lake Forest Park** 206-364-8216  
**Maple Valley** 206-296-3311  
**Medina** 425-454-1332  
**Mercer Island** 206-236-3500  
**Newcastle** 425-235-2600  
**Normandy Park** 206-248-7600  
**North Bend** 425-888-4433  
**Pacific** 253-833-8486  
**Port of Seattle** 206-431-3490  
**Redmond** 425-556-2500  
**Renton** 425-235-2600  
**SeaTac** 206-296-3311

**Seattle** 206-625-5011  
**Sheriff, King County** 206-296-3311  
**Shoreline** 206-296-3311  
**Skykomish** 206-296-3311  
**Snoqualmie** 425-888-3333  
**Tukwila** 206-433-1808  
**Unincorporated King County**  
**King Co. Police** 206-296-3311  
**University of WA** 206-543-9331  
**WA State Patrol** 425-649-4370  
**Woodinville** 206-296-3311  
**Yarrow Point** 425-454-7187

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## NON-EMERGENCY TELEPHONE NUMBERS – Fire

Eastside Fire & Rescue: 425-392-3433  
**Unincorporated Issaquah, Sammamish, Coalfield, Sunset, North Bend, Preston, Carnation**

KCFD 2: 206-242-2040  
**Burien**

KCFD 4: 206-546-5716  
**Shoreline**

KCFD 13: 206-463-2405  
**Vashon**

KCFD 16: 425-486-2784  
**Kenmore, Lake Forest Park**

KCFD 17: 360-886-1229  
**Black Diamond**

KCFD 20: 206-772-1430  
**Bryn Mawr, Lakeridge, Skyway**

KCFD 25: 425-255-5151  
**Briarwood, East Renton, Hazelwood, Newport Hills**

KCFD 26: 206-878-2210  
**DesMoines**

KCFD 27: 425-222-5841  
**Fall City**

KCFD 39: 253-839-6234  
**Federal Way**

KCFD 40: 425-255-0931  
**Cascade Vista, Candlewood, Fairwood, Spring Glen**

KCFD 43: 425-432-0200  
**Maple Valley**

KCFD 44: 253-735-0284  
**East Auburn**

KCFD 46: 253-833-7284  
**S.E. Auburn**

KCFD 47: 360-886-1915  
**Kangley, Kanaskat, Palmer**

KCFD 50: 360-677-2686  
**Skykomish, Stevens Pass**

KCFD 51: 425-434-6333  
**Snoqualmie Pass**

**Algona, Auburn** 253-931-3060

**Bellevue, Beaux Arts, Clyde Hill, Hunts Point, Medina, Newcastle, Yarrow Point** 425-452-6892

**Bothell** 425-486-1678

**Duvall & Surrounding Areas** 425-788-1625

**Enumclaw & Surrounding Areas** 360-825-5544

**Issaquah** 425-837-3130

**Kent & East Kent** 253-856-4300

**Kirkland, Juanita, Rose Hill** 425-828-1143

**Mercer Island** 206-236-3600

**North Bend & Surrounding Area** 425-888-0242

**North Highline** 206-243-0330

**Pacific** 253-833-7928

**Port of Seattle** 206-433-5327

**Redmond & East Redmond** 425-556-2200

**Renton** 425-235-2643

**SeaTac** 206-824-2726

**Seattle** 206-386-1400

**Snoqualmie & East Snoqualmie** 425-888-1551

**Tukwila** 206-575-4404

**Woodinville** 425-483-2131



**King County**

Department of Executive Services  
Office of Emergency Management

**E-911 Program Office**

206-296-3910 TTY Relay: 711

[http://www.metrokc.gov/prepare/E911/e911\\_pubed.aspx](http://www.metrokc.gov/prepare/E911/e911_pubed.aspx)